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**ITFLORIDA AWARDS GALA AND TECH FORUM
NOMINATION FORM
GOVERNMENT TECHNOLOGY LEADERSHIP AWARD**

DEADLINE FOR SUBMISSION: JULY 7, 2003

SECTION 1

Award Description:

This Government Technology Leadership Award recognizes an innovative IT initiative or solution for its contributions to a state or local government agency's mission accomplishment, service to the public, and cost effectiveness. The award recognizes those initiatives or solutions that: improve the delivery of services to citizens and enterprises; break down barriers between offices, agencies and departments or between federal, state and local governments; or significantly reduce the cost of governance.

SECTION 2

Your Contact Information:

Company Name (County) Miami Dade County_____

Contact Theodore G. Lucas, Director_____

Address 111 NW First Street Miami, Florida 33128_____ County Miami-Dade _____

Phone 305-375-5268_____ Fax 305-375-2316_____

E-mail Lucast@Miamidade.Gov_____

Web site www.miamidade.gov/DPM_____

Parent Company N/A_____

Type of Company N/A_____

SECTION 3

Award Criteria:

Provide an executive summary of the IT initiative or solution.

The Department of Procurement Management, under the leadership of Director Ted Lucas, recognized the need to make some major changes in the way the County acquires the more than \$900 million in goods and services it purchases each year. After working with staff to assess the department's overall needs, DPM determined that one basic procurement function needed a fast, electronic makeover: signing up vendors (Vendor Enrollment) and notifying them of contract opportunities (Online Solicitations). Even though automation is needed in all phases of procurement, a short-term solution in this critical area was needed right away.

Striking the balance between fairness, inclusion and efficiency is delicate, but DPM's short-term needs were simple. It needed an IT solution that would (1) enable vendors to enroll with the County, provide an e-mail address and specify the goods and services they offer; (2) create an e-mail list to send vendors of particular goods or services and electronically notify vendors of DPM contract opportunities; (3) enable these vendors to download DPM solicitation packages free of charge, creating a database of users who downloaded the package; and (4) send e-mail notification of addendums only to vendors who downloaded the initial solicitation package. The project had an ambitious but realistic timetable of about five months with completion targeted for July.

DPM staff looked at several private IT firms which were capable of doing the work, but the preferred firm's proposal was far too costly for the relatively narrow scope of work and that firm showed little flexibility in refining its cost even after the scope of work was reduced. DPM then turned to e-Gov, who responded with a proposal that not only met DPM's requirements, but did so at a fraction of the private firm's best offer and within the required timeframe. The project was completed on time and within budget.

Previously, a firm interested in becoming a County vendor would register at the County's Vendor Information Center at the beginning of the process and manually complete a 1-inch thick packet in order to receive bid announcements via U.S. Mail. If a contractor wished to bid on a County contract, he or she would make a trip to County hall, purchase the bid package at a cost of somewhere between \$10 and \$40, complete the package and deliver it to the County at the prescribed deadline. Online automation will take much of the cost, time and tedium out of this process.

Today, enrollment is voluntary and allows a vendor to be informed about contract opportunities and receive DPM solicitation announcements online. Announcements will be sent via e-mail to all enrolled vendors. Only when a vendor is recommended to receive a County contract will they be required to register by filling out the Business Entity Registration Application Form and accompanying affidavits and W-9 form. County Ordinances require vendors to complete the registration application as a condition of award. We encourage vendors who wish to do business with the County to complete the registration application and affidavits at their earliest convenience, but vendors will not be required to do so until they are in line for an actual contract award. Cutting out certain steps is expected to not only reduce paperwork and speed processing time, but also improve customer service.

With the new Web-enabled Vendor Enrollment and Solicitation Distribution, vendors "enroll" online, in only a few minutes, so the County can inform them, via e-mail, of upcoming solicitations issued by the Department of Procurement management (DPM). Additionally, vendors see DPM solicitation documents on-line, and download them from the DPM web site, free of charge.

Describe how the initiative or project has contributed to the agency's mission accomplishment. How has it improved the delivery of governmental services? How has it improved the cost effectiveness of the agency?

Late in 2001 a Strategic eProcurement plan was prepared describing an incremental approach to web-enable and automate many of the manual and time-consuming procurement activities. This plan's first two deliverables included the introduction of two new processes – "Vendor Enrollment" and "Solicitation Distribution". In addition to the web-enabled solution described above, several business process changes were identified and implemented. Included among the process changes were: a streamlined "Solicitation Boiler Plate", reduced to six pages from thirty-six, a streamlined "Vendor Registration" required only at time of contract award, and an improved vendor outreach program. All of these business process improvements required coordination among many County departments and external organizations.

Set forth any key facts and statistics that demonstrate the impact and effectiveness of the project or initiative.

Since the implementation of eProcurement Enrollment and Solicitation, July 8, 2002 there have been 3,176 vendors enrolled and 9,958 vendors have downloaded solicitations via the Internet. The Department of Procurement Management has posted 375 solicitations and has sent email notifications of available solicitations to 43,306 vendors. The new system has definitely allowed the County to reach a broader spectrum of vendors and increased the productivity of procurement agents allowing them to concentrate on purchasing related activities as opposed to administrative activities. Large as well as small firms have found a greater level of efficiency with the new system, vendors have told us that: "Before the system, learning about bid opportunities was a matter of constant phone contact, visits, word of mouth, or pure luck. I would have had to hire a fulltime person to do that," which is a luxury few small and medium-sized firms can afford.

A very conservative estimate projects \$78,000 annual savings as follows:

- 8,000 solicitations downloaded by vendors per year, 50 pages per solicitation and 5 cents per printed page, converts to \$20,000 annual savings.
- 44,000 emails sent per year instead of US mailed letters, assuming 50 cents for postage, envelopes and labels per letter, converts to \$22,000 annual savings.
- Savings of 3 hours per agent per month, 50 agents preparing solicitations in DPM at \$20.00 per hour including benefits and office space, converts to \$36,000 annual savings.

Provide any other information (limited to 5 pages) that supports the nomination or application.

The Department of Procurement Management contracted with the eGovernment (Miami-Dade County Applications Development) Department to complete the work in a fixed price and schedule. A contract was prepared for the eGovernment Department to analyze the needs, prepare the design and complete the programming, testing and implementation. The contract carried detailed service level agreements as well as rewards and penalties.

The Department of Procurement Management assigned a project manager to this effort and created a Working Group with representatives from all the Divisions in DPM. A Focus Group comprised of local Dade-County vendors was assembled to provide input and direction. A

Steering Group made up of the DPM Director and The Technical Services Division Director and the eGovernment Director met monthly to address issues and provide direction.

Total migration to e-procurement will be gradual and DPM will continue to offer paper procurement for firms that are more comfortable with the traditional process. Over the next two to three years, DPM will implement the next phase - comprehensive electronic procurement - which will bring the entire procurement process on-line, countywide, not just at DPM, from vendor registration to invitations to bid, to e-bidding complete with e-lockboxes and finally e-awarding.

Please initial that all information is accurate and verifiable. **Theodore G. Lucas,
Director - Department of Procurement Management Miami-Dade County**

SECTION 4

Where to forward information:

Please forward information to:

ITFlorida
c/o Award Nominations
1700 Summit Lake Drive
Tallahassee, Florida 32317

or via e-mail to: office@itflorida.com